



## Customer Focused

### Staffing Update

The following SES positions were advertised in December:

- Deputy Director
- Director of Service Delivery
- Director of Business Operations

Interviews are now being scheduled with selections anticipated in April/May. We look forward to bringing the selected individuals on-board in the early summer.

Also, the Director of Customer Satisfaction and Communication was announced on February 22<sup>nd</sup> and closed on February 28<sup>th</sup>. Interviews will be taking place and the selected individual will be welcomed on-board in late April or May.

Finally, the NSSC plans to announce the Executive Officer, GS-301-15 position next week. It will be open for 5 days, and available through the websites listed below; however, all interested parties must apply through the NASA Stars site.

The staffing plan is complete and positions will continue to be announced, though posting dates are subject to change. Please continue to monitor the following websites for current postings:

- <http://nssc.nasa.gov/>
- <http://www.nasajobs.nasa.gov/>
- <http://usajobs.gov/>
- <http://nasastars.nasa.gov/>

### NSSC VITS Schedule

- March 17, 1:00 - 3:00 pm EST
- April 21, 2:00 - 4:00 pm EST
- May 19, 1:00 - 3:00 pm EST

**NSSC Vision:** Unparalleled Service  
**NSSC Mission:** "To provide timely, accurate, high quality, cost effective and customer –focused support for selected NASA business and technical services."

### NSSC Transition Team Update

Fran Cook joined the Agency Transition Team on February 28 from GRC. She is responsible for implementing the Training Plan for Inherently Governmental Training at the NSSC in our three core areas of curriculum: Orientation, Customer Focus, and Functional Training. Fran has familiarized herself quickly with the training approach and has been meeting with the Agency Functional Leads to understand the training requirements for each job title within their area. We are delighted to have you here Fran!

Ely Cooper joined the Agency Transition Team nearly two years ago, working part-time from ARC. She relocated to Washington DC 11 months ago to provide full-time support and leadership to the Change Integration effort. Ely has worked with Change Integration Leads at each Center, focused on the transition of activities to NSSC, and worked with the Agency Team to plan, design, and launch the new Center. She will be leaving NASA in mid-March to pursue opportunities in the Phoenix area. She will be sorely missed.

Debbie King has returned to MSFC after providing enormous support to the NSSC, serving as the Business Manager. Debbie is responsible for defining the Business Administration Office for NSSC, developing the charge back mechanism, and planning and forecasting the NSSC budget. Congratulations and best wishes to her and husband, Mark; they are expecting a child very soon.

**Welcome Fran and good luck to Ely and Debbie!**

### Agency Sponsored Job Fairs

NSSC Agency and Center Transition Team members participated in four Agency sponsored Job Fairs held at LaRC, GRC, DFRC, and ARC between February 23 and March 3. NSSC representatives talked to hundreds of attendees, delivered presentations, distributed information regarding the vision, mission, and structure of the NSSC, and handed out lists of vacancies by Directorates and Offices. Attendance averaged several hundred people per Center. All material distributed at the Job Fairs is posted on the NSSC website at:

<http://nssc.nasa.gov/progress.html>.

### Central Intercollegiate Athletic Association (CIAA) Conference

NSSC team members attended the Central Intercollegiate Athletic Association (CIAA) Conference and Career Fair in Raleigh, NC, on March 2. Center representatives from MSFC, KSC, GSFC and JSC were also in attendance to interview applicants that attended one of the following universities: Bowie State, Elizabeth City State, Fayetteville State, Johnson C. Smith, Livingstone College, NC Center, St. Augustine's, St. Paul's, Shaw, Virginia State, Virginia Union and Winston-Salem State.